

METHOD, APPARATUS, AND SYSTEM FOR
VERIFYING INCOMING ORDERS

Inventor: Richard York

Attorney Docket No: 100202701-1

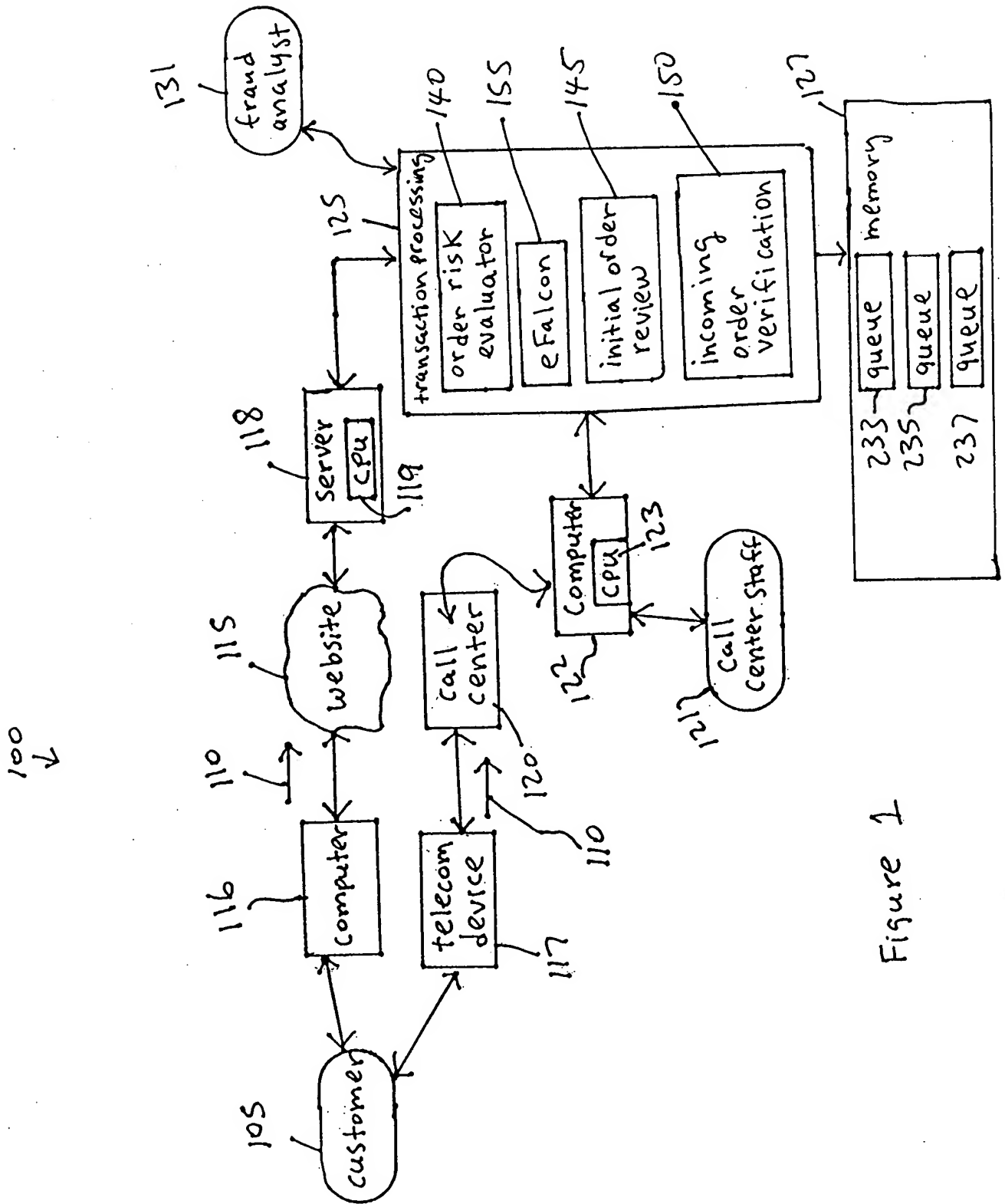
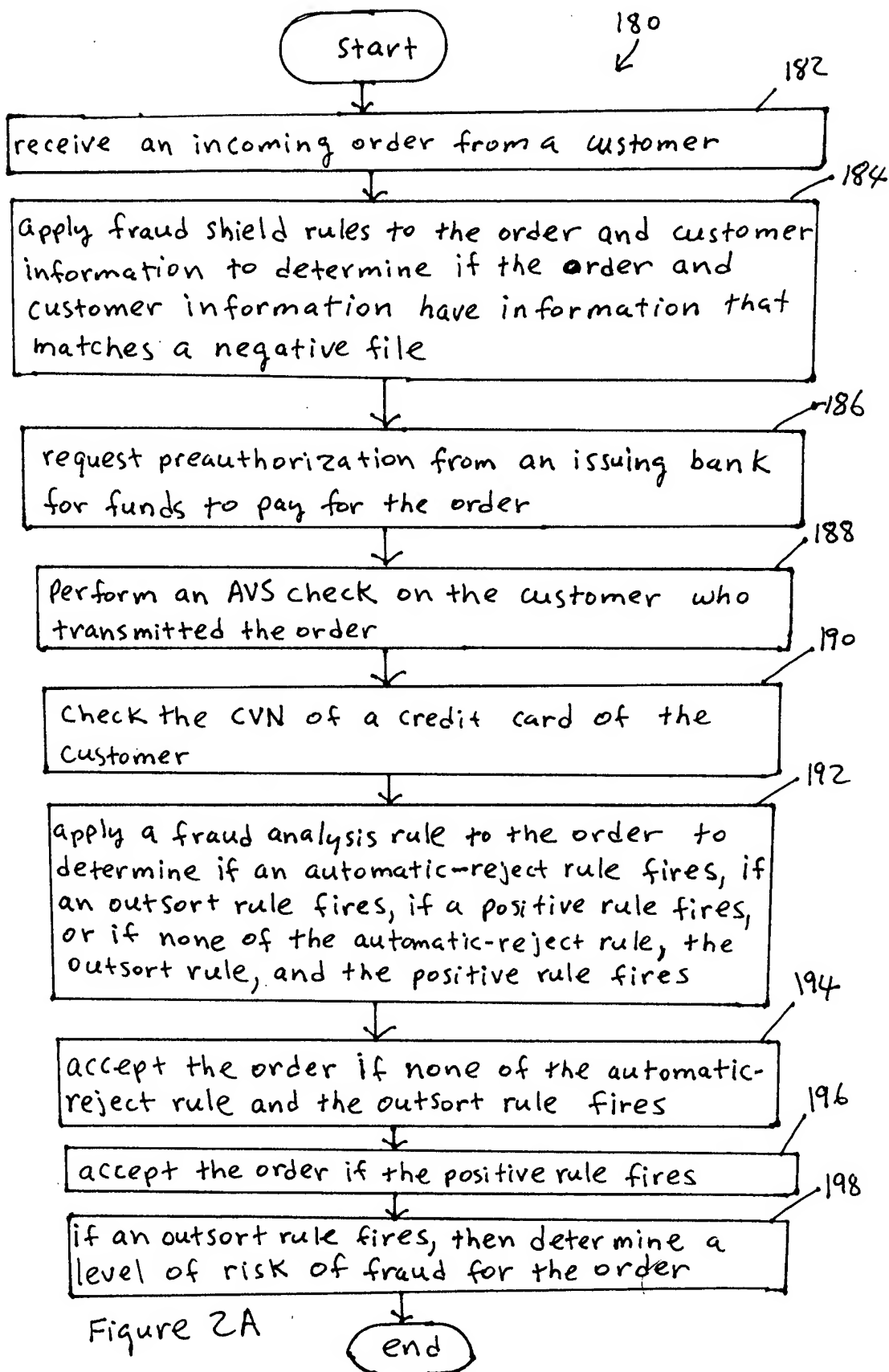


Figure 1

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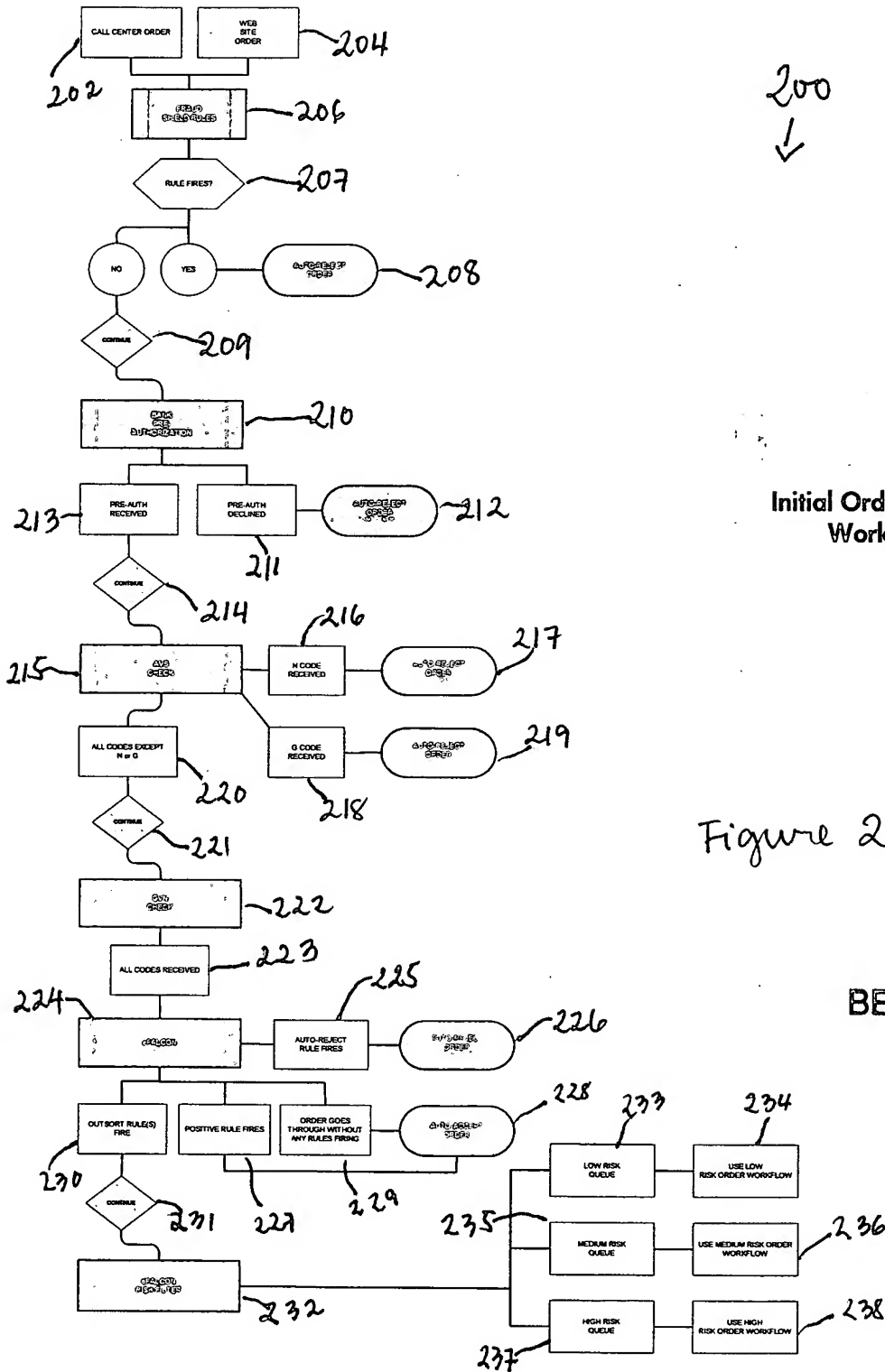
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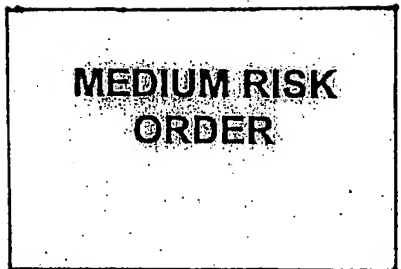
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WHAT TO VERIFY FOR LOW,
MEDIUM & HIGH RISK ORDERS



305

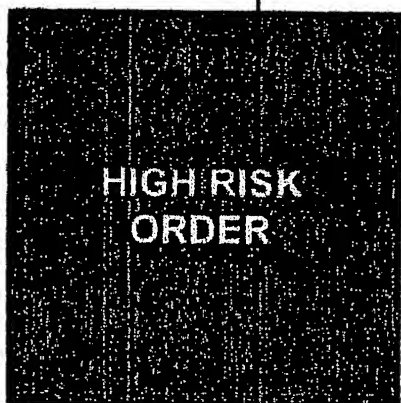
- 320 Review the customer's order history in TOMI.
- 322 For Internet orders, look up the IP Address.
- 324 If the IP Address is from Hewlett Packard, look up the customer's name in HP's PeopleFinder (search HP as well as Non-HP). If it matches, accept the order (no need to do any other verifications regardless of dollar amount or product type).
- 326 For Call Center orders, look up the ANI Number in RiskWise.
- 328 If everything verifies and the order appears to be legitimate, then ACCEPT the order. If you can't verify any information and feel that the order is questionable, then continue with the steps listed under MEDIUM RISK ORDER



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- Complete all of the steps above, in addition to the following:
- 330 Look up the Billing Name, Billing Address & the ANI Number in Checkpoint (Experian).
- 332 Look up the Shipping Name, Shipping Address and the Ship To Phone Number in Checkpoint (Experian).
- 334 For Internet orders, look up the domain name from the email address.
- 336 Look up the Shipping Address in TOAD.
- 338 If the Bank Name and phone number were collected when the order was placed, call the number and verify that it's the correct number for that company.
- 340 If everything verifies and the order appears to be legitimate, then ACCEPT the order. If you can't verify any information and feel that the order is questionable, you can CANCEL or continue with the steps listed under HIGH RISK ORDER.



RESURRECTED
ORDER

- Complete all of the steps above in addition to the following:
- 342 Look up the Billing Name and Billing Address in Search America.
- 344 Look up the ANI Number in Search America.
- 346 Have a Loss Prevention Lead perform a bank verification (need to provide them with the credit card number and expiration date).
- 348 Have a Loss Prevention Lead contact the customer directly to confirm the order. Preferred method of contact is to use a telephone number that was found or confirmed in the Reverse Phone Directory, RiskWise, Checkpoint or Search America.
- 350 If everything verifies and the order appears to be legitimate, then ACCEPT the order. If you can't verify any information and feel that the order is questionable, then CANCEL THE ORDER

Figure 3

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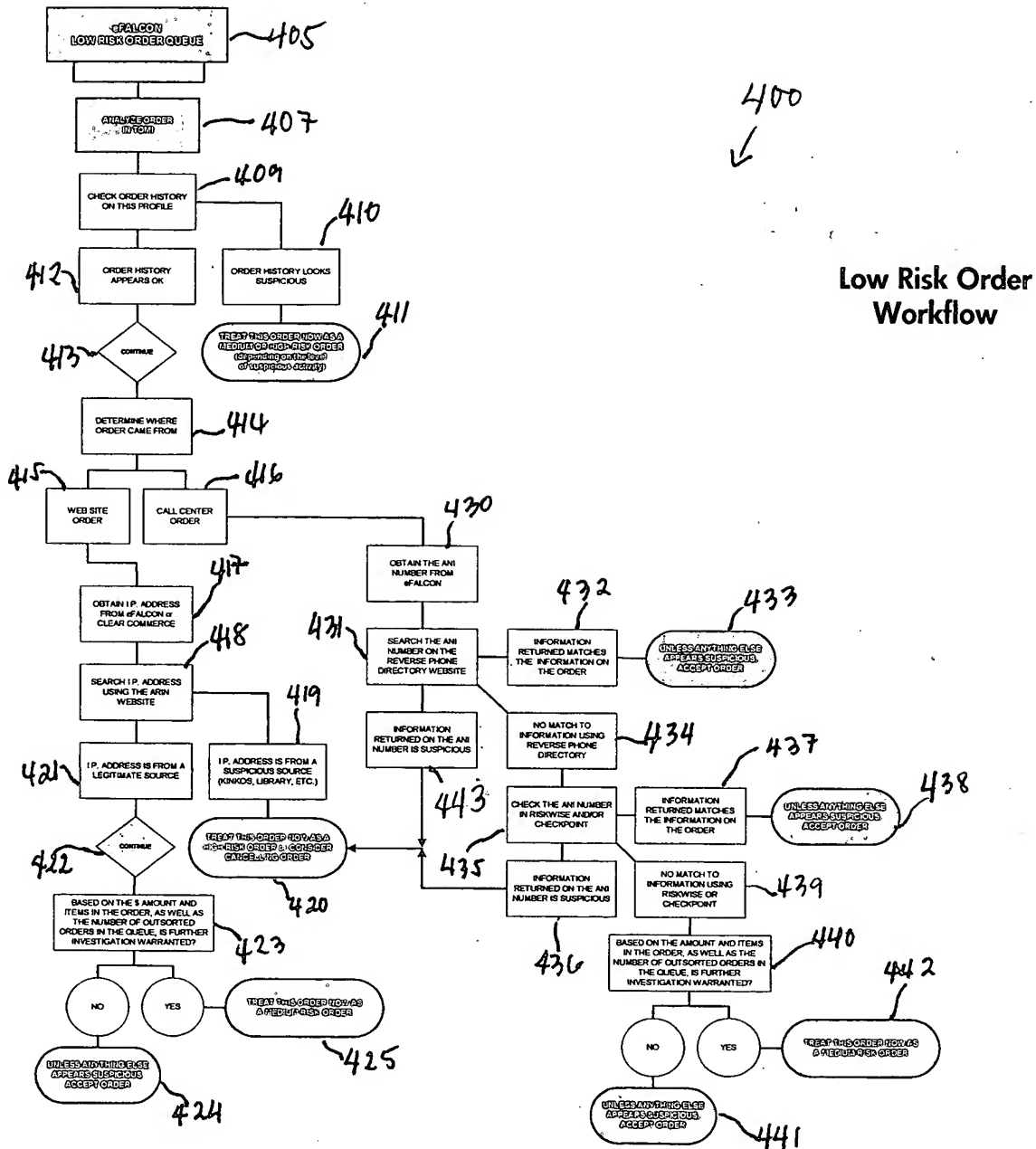


Figure 4f

BEST AVAILABLE COPY

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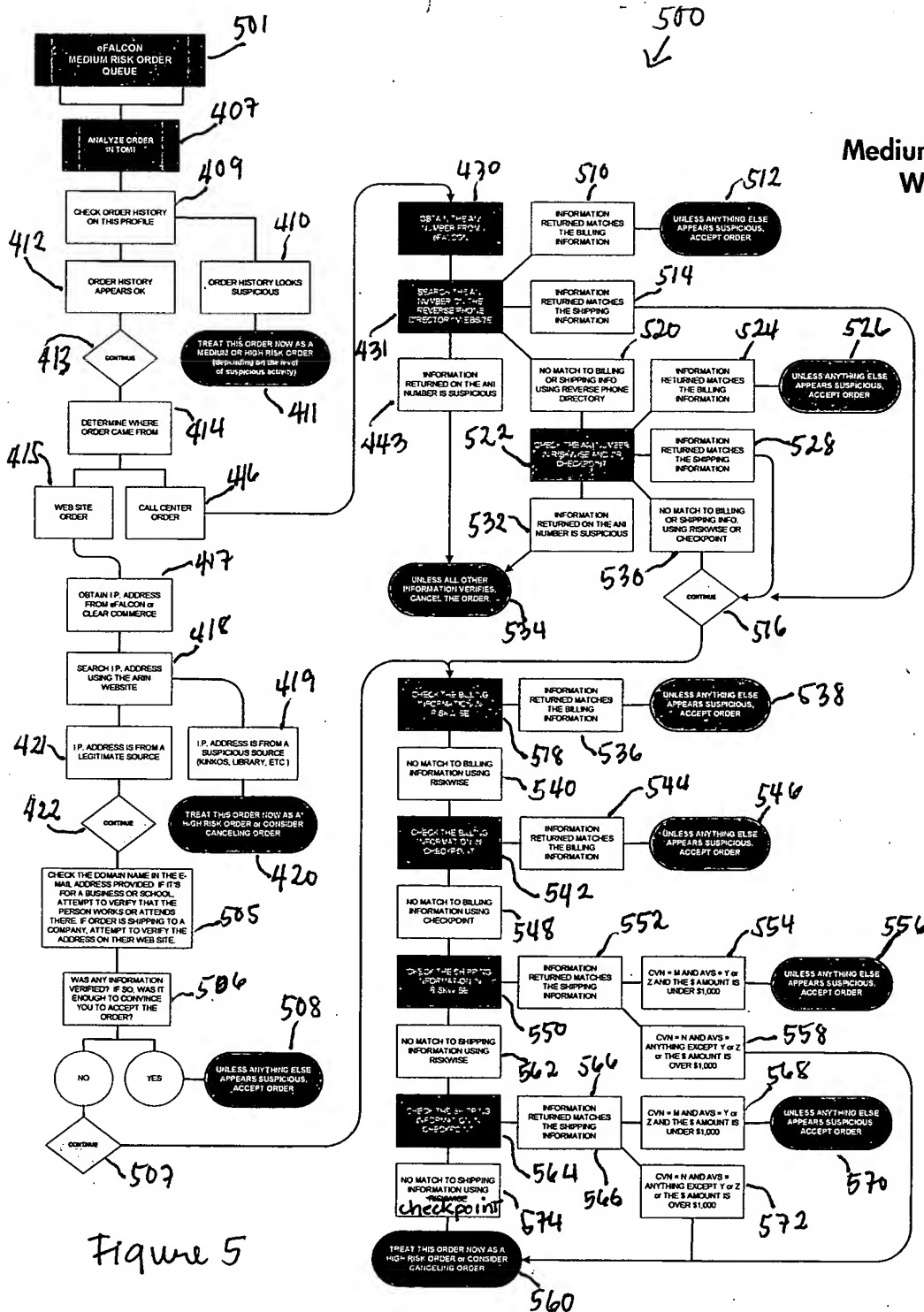


Figure 5

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